



TERRA FOR BUILDING RESILIENCE

CODE of CONDUCT **"CODE"**

March 2023

CODE OF CONDUCT

1. INTRODUCTION

Our reputation as an organization is held in high regard throughout the country. Maintaining and further developing this reputation is a common, central responsibility of every person working within the Organization. In this context, "TERRA" staff members are required to uphold the highest professional standards possible during the course of their work, in accordance with the principles set out in the organization policies.

This Code of Conduct (further referred to as the "Code") is an expression of who we are and how we do business at Terra for Building Resilience (further referred to as "TERRA"). We are committed to creating value for our stakeholders and building relationships with our employees, partners and served communities based on our core values: Quality, Innovation, Respect, Commitment, Inclusion and Diversity and Transparency.

The "Code" forms a framework for the way in which we translate these core values into practical action and provides guidance for how we are expected to act in our day-to-day activities, in short how we do the right thing. It also explains what you as an employee can expect from "TERRA".

The "Code" cannot possibly cover all situations that may arise or all laws, regulations and internal policies that may be relevant. Rather, it provides a set of standards which we are all obligated to understand and apply in determining how to conduct our business appropriately, responsibly and with integrity.

2. PURPOSE

The purpose of the "Code" is to provide clear indications of the standards of behavior required to all "TERRA" staff members. The "Code" is based on international legal standards, universal principles of codes of conduct and basic human rights. Any behavior that violates this "Code" may therefore result in disciplinary action, including unilateral termination of the contractual relationship.

The complementary documents to be read together with the "Code" are "TERRA" Safeguarding and Child Protection Policy, Complaints Policy and Procedures, Grievance and Disciplinary Procedures and Procurement Ethical Code.

3. APPLICABILITY

The "Code" applies to all employees of "TERRA" as well as anyone who acts on "TERRA"'s behalf. Each "TERRA" employee and business partner makes important contributions to protection of the organization and its reputation. "TERRA"'s managers have additional responsibilities. Through their actions, they must demonstrate the importance of compliance. Critical aspects include leading by example and being available for employees who have ethical questions or who wish to report possible violations.

Each manager is also responsible for ongoing enforcement of compliance with this "Code", which includes ensuring that all employees receive necessary information and

training on the “Code”. Training in the “Code” is conducted every [third year](#) for the entire staff.

We expect our partners to adhere to standards similar to those reflected in our “Code” in the conduct of their businesses. Compliance with such standards is a prime factor in our decision whether to work with such business partners.

4. COMPLIANCE

“TERRA” expects all employees as well as anyone who acts on “TERRA”'s behalf to follow the requirements Code. Failure to follow this may not constitute abuse but is nonetheless a matter of concern for “TERRA” and may lead to disciplinary action. If members of the organization are concerned that the guidance and procedures are not being followed, they should raise it with their line managers and/or the human resources department.

5. RESPONSIBILITY

Overall responsibility for this policy and its implementation lies with the [Chief Executive Officer](#) and the [Board General Director](#).

6. POLICY REVIEW

This policy will be formally reviewed every [three years](#) by the [board of trustees](#), when there is a change in local law or good practice, or when an incident occurs that highlights a need for change – whichever occurs first.

7. BASIC RULES

“TERRA” is a non-profit, non-governmental organization established in [mid-2021](#) and officially registered in [August 2022 with license number 873](#). Its objective is to provide emergency relief, high quality education, WASH and sustainable socio-economics programs. “TERRA” employees as well as anyone who acts on “TERRA”'s behalf commit to follow the following Basic Rules:

7.1 Safety work environment

Every employee must know and follow all health and safety rules, policies and procedures in their work area. It is your personal responsibility to correct or report any unsafe conditions, accidents and any other work-related incidents.

The basic principles and relevant procedures to ensure healthy and secure environment and to report them are outlined in [Organization Security and Safety Plans](#).

7.2 Use of drugs and alcohols

The possession, use, distribute and profiting from the sale of, illegal goods or substances (drugs, medicines or alcohol) is not permitted on “TERRA” premises or in the organization vehicles or while carrying out one's functions.

- Exclusions may be allowed in situations where it is explicitly necessary as per a medical directive.
- The use of any such substances beyond professional obligations must be carried out in a responsible manner and must align with relevant local regulations.

7.3 Use of vehicles

Vehicles provided by "TERRA" are usually for the operations of project activities and for safety reasons. Any other use, not expressly authorized, implies that the user personally assumes all costs and risks involved.

It is specifically indicated in the [Organization Security and Safety Plans](#) when and with what limits the staff is authorized to drive the organization cars.

7.4 Use of Assets

"TERRA" physical and intellectual assets are reserved for use in Organization business in accordance with "TERRA" policies and may not be used for personal gain, fraudulent purposes or in any other inappropriate manner.

7.5 Gifts and Entertainment

Gifts, meals and entertainment may only be offered or accepted if they are a reasonable compliment to a legitimate business relationship and do not give the impression of influencing our own business decisions or those of our partners.

7.6 Protection of Personal Data (Data Protection)

"TERRA" works to ensure a high level of data protection in its operations and that using of personal data is conducted with the utmost consideration of the individual's right to privacy. The use of personal data must be carried out in accordance with applicable legislation and the organization policies.

7.7 Information Security

We must protect confidential information from inappropriate use or disclosure. Confidential information consists of any information that is not public, such as beneficiaries' information, employee and salary information and financial information. Confidential information entrusted to us by partners, beneficiaries etc. must be treated with the same care we give "TERRA" confidential information.

7.8 Money Laundering

"TERRA" is committed to compliance with anti-money laundering laws throughout the world. Money laundering is any arrangement where the proceeds of crime are disguised or made to appear legitimate.

7.9 Conflicts of Interest

You must always act in the best interest of "TERRA" and avoid conflicts of interest. A conflict of interest arises when your own private interests, personal relationships or external activities influence, or even appear to influence, the performance of your job responsibilities.

7.10 Bribery

Bribery and any other form of corrupt business practice are strictly prohibited. Neither "TERRA" nor anyone acting on our behalf may authorize, offer or make available any payments, gifts or other benefits that could affect or appear to affect objectivity in business decisions.

7.11 Open Communication

Employees are encouraged to raise any concerns about aspects of their working environment with their manager. "TERRA" will also ensure that employees receive clear and understandable information regarding the terms and conditions of their employment and their job performance.

7.12 Political Activities

"TERRA" will remain politically neutral and will not make payments or donations in kind to political parties or candidates, or their institutions, agencies or representatives. The Organization name may not be used in political campaigns or to promote the interests of political parties or candidates.

While "TERRA" does not participate directly in party politics, we will continue to engage in policy debates on subjects related to humanitarian situation through processes such as lobbying.

7.13 Community Relations

"TERRA" aims to make a positive contribution to the served communities we work with. We strive to build lasting, long-term relationships with them through open and honest dialog. "TERRA" community initiatives should be made with organizations whose mission and purpose align with our core values

7.14 Harassment, Diversity, Non-Discrimination, Sexual Exploitation, Abuse and Child Protection

- As a representative of "TERRA", it is your responsibility to treat others with respect. Harassment, intimidation or other inappropriate behaviour in the workplace will not be tolerated and you must take steps to address such behaviour that comes to your attention.
- In no instance should the need for assistance or help by "TERRA" justify any person being exposed to situations that undermine their dignity, whether they occur during the identification of their needs or risks, or while the services are carried out or provisions distributed.
- There can be no cause for a member of "TERRA" staff to give rise to any possible misunderstandings that could determine any form of discrimination based on race, family status, gender, religion, nationality or ethnic group, language, marital status, age, birth, sexual or political orientation or disability.

- Our work often puts “TERRA” staff members in positions of power in relation to the communities we work with, especially vulnerable women and children. We have an obligation to use our power respectfully and must not abuse the power and influence we have over the lives and well-being of the beneficiaries of our programs and others in the communities where “TERRA” works.
- “TERRA” has a “zero tolerance” policy for behaviours that constitute sexual exploitation. Such acts constitute acts of gross misconduct and grounds for disciplinary action, including termination of employment. Depending on the violation, these cases may also, be referred to national authorities for criminal prosecution.
- Sexual relationships between members of staff and beneficiaries, as well as between staff members who work in direct line management of one another, even if they are consensual, are strictly prohibited.
- “TERRA” is fully committed to the gender responsive safeguarding of all children and young people from all forms of violence. We take very seriously our responsibility and duty to ensure that we, as an organization, and anyone who represents us does not in any way harm, abuse or commit any other act of violence against children and young people or place them at risk of the same.
- “TERRA” does not tolerate child labor in its own operations or the operations of any of its partners and we will comply with applicable national laws and applicable international standards on minimum age wherever we operate.

7.15 Respecting Human Rights

Human rights are basic freedoms to which all people are entitled. “TERRA” supports and respects internationally proclaimed human rights wherever we operate. In line with the UN Guiding Principles on Business and Human Rights, we have integrated these principles into this Code and our daily work practices. Our approach includes a commitment to:

- uphold and communicate our values and standard, in our operations and toward our partners;
- ensure we have processes in place to avoid human rights abuses;
- address any negative human rights impacts which our work may cause or contribute to;
- track and communicate our performance to our stakeholders; and
- use our influence to promote and support human rights in the communities in which we operate.

Furthermore, “TERRA” recognizes children as stakeholders who need particular protection. Guided by the Children’s Rights we will respect and support children’s rights in our work and society. Wherever “TERRA” activities impact children, we will keep the interests of the children in mind.

APPENDIX A

Roles and Responsibilities

1. Consequences of non-compliance

Violations of this Code of Conduct will always be taken seriously and may lead to disciplinary action up to and including termination of employment.

2. Raising concerns about a potential violation

If you observe conduct which causes you concern or may represent a violation of the Code, report the issue promptly. By raising your voice, you are helping to protect your colleagues and the integrity and reputation of the organization.

Any information you provide will be kept strictly confidential. "TERRA" prohibits all forms of retaliation against a person who makes a legitimate notification. "TERRA" does not tolerate any form of retaliation against an employee who reports in good faith a suspected violation of the "Code" or who participates honestly in an investigation. "Good faith" does not mean that your concern must be correct, but you must sincerely believe that you are providing complete and truthful information when you report a concern. Retaliation is itself considered a serious violation of the "Code", and anyone who retaliates will be subject to disciplinary action that may include dismissal. Correspondingly, anyone who knowingly makes a false allegation will be subject to equally serious disciplinary action

3. How to raise a concern

Generally, your immediate supervisor or manager is in the best position to address your concerns. However, if for any reason you do not feel comfortable speaking with your direct superior or if you feel your concerns, having been raised, were not taken seriously you may contact any of the following persons:

- your manager's immediate supervisor
- your human resources manager

If you suspect that a person in a leading position or key position within "TERRA" has committed serious misconduct, you can report this using an alternative channel (Chief Executive Director and/or the Board General Director). Such serious misconduct may involve, for example:

- accounting, internal Accounting and/or Auditing
- giving and taking of bribes
- other serious misconduct such as serious forms of discrimination and harassment.

4. How we will handle your complaint

If you have reported a suspected violation of the "Code", you can expect that:

- your concern will be handled and investigated confidentially, promptly and professionally
- the case will be investigated according to CHS Alliance Guidelines for Investigations(<https://www.chsalliance.org/investigators-toolkit/>).

For more information about your complaint, please refer to the Organization Complaints Policy and Procedures.

APPENDIX B
Statement of Commitment

For TERRA Staff

I, the undersigned, have read, understood and agree to adhere to the principles and commitments outlined in "TERRA" Code of Conduct for as well as documents referenced therein.

NAME: -----

SIGNED: -----

DATE: -----

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